

1. When will my garbage/recycling be picked up?
  - The City of Raleigh Solid Waste Services Department will be picking up trash and recycling on your regularly scheduled collection day.
2. My garbage/recycling was not picked up last week.
  - Please contact customer service at (919) 996-3245 to report missed pick-ups. If your regular schedule pick-up day was Friday 14 September please have your trash and recycling out before 7am Monday, September 17<sup>th</sup> and it will be collected.
  - For safety reasons, Solid Waste Services will not make collection in areas where debris blocks the road or where there is low hanging or downed power lines.
  - Solid Waste Services is making every effort to collect all residents garbage/recycling on their regular day of service. We ask for your patience as we continue to work in your area. Please leave your containers at the road and our crews will get to your area as soon as it is safe to do so.
3. What do I do with my extra garbage?
  - Extra garbage should be placed in heavy duty garbage bags and placed next to (not on top of) your garbage roll out cart on your regularly scheduled collection day.
4. What is considered non-storm related bulk vs. storm related bulk pick up?
  - Storm related bulk:
    - Mattresses & furniture damaged by the storm
    - Sheds destroyed by the storm
    - Fences destroyed by the storm
    - Appliances damaged by the storm
  - Non-storm related bulk:
    - Everyday items you would have disposed of before the storm (e.g., a chair, a vacuum cleaner, patio umbrella, etc.)
5. Will bulky items related to the hurricane be picked up?
  - Bulky items (appliances, electronics, furniture, etc.) will be picked up after the initial storm debris collection efforts have been addressed. This is to ensure safe passage of our driver's routes.
  - Bulky items and construction debris must be kept separate from yard debris. Failure to keep separate may cause a delay of yard debris collection.
  - Residents who need to dispose of bulky items, construction or demolition debris related to the storm can dispose of material at Wake County convenience centers. Sites can be accessed here: <http://www.wakegov.com/recycling/division/facilities/Pages/cc.aspx>
6. Will non-storm-related bulky items be picked up?
  - Yes. Please contact customer service at (919) 996-3245 to schedule a non-storm related bulky item pick up. This service may be delayed due to emergency storm debris removal.
  - **Keep all bulky items separated from yard debris.**
7. What do I do with my storm-related yard debris?
  - Storm-related yard debris needs to be properly prepared for pick up just as normal yard waste debris would be collected. There will be no limit on residential yard waste amounts prepared properly in accordance with preparation guidelines until Friday, October 5<sup>th</sup> 2018.

- <https://www.raleighnc.gov/services/content/SolidWaste/Articles/GarbagePreparation.html>
  - If you have storm related debris that is oversized such as a large tree or limb please contact customer service at (919) 996-3245 so we can make the proper arrangements to have it removed.
  - Preparations for normal yard waste include:
    - A permanent container, such as a garbage can or plastic container, no larger than 35 gallons, and weighing no more than 75 pounds
    - Using CLEAR plastic bags
    - Brown Biodegradable paper yard waste bags
    - Limbs and brush must be tied into bundles of not more than five feet in length, 18 inches in diameter and weighing no more than 75 pounds.
    - The limit regarding number of bags or bundles of limbs and brush is being waived until Friday, October 5<sup>th</sup>.
8. How many times will the trucks pick up debris on my street?
- All areas will have more than one pickup if needed. After Friday, October 5<sup>th</sup>, normal guidelines regarding yard waste debris collections will resume.
9. I had a contractor come to my house and cut trees/brush and clean my yard. Will this be collected on my normal day of service if it is placed at curb?
- No. Any lawn service or landscape contractors doing land clearing or lawn maintenance on private property will not be allowed to dispose of the storm or non-storm related yard debris on the public right-of-way. It is the contractor's responsibility to haul this yard waste debris away.
10. My container floated away during the flood period. How do I get another one?
- Please contact our Customer Care Center at 919-996-3245 to report your lost container. The department will deliver a replacement within 5 – 7 business days.
11. What about the collection of other waste (not regular garbage, recycling or yard waste) materials?
- Citizens can schedule pickup of bulk or white goods (described as large appliances, refrigerators, deep freezers, etc.) by calling the Customer Care Center at 919-996-3245.
  - Do NOT set out household hazardous waste (vehicle batteries, paint, chemicals). You must take those items to one of the Wake County Household Hazardous Waste (HHW) Facilities.
    - North Wake: 9037 Deponie Drive, Raleigh (919) 845-4540
    - South Wake: 6130 Old Smithfield Road, Apex (919) 532-9444
    - East Wake: 5051 Wendell Blvd. / Business 64, Wendell (919) 365-6650
12. How long will Solid Waste Services collect storm debris?
- Debris removal operations will continue until Friday, October 5<sup>th</sup>, 2018.
13. Can I just pile all storm related debris at the curb for collection?
- No. You should not mix yard waste and construction/demolition debris. Residents who need to dispose of bulky items, construction or demolition debris related to the storm can dispose of material at Wake County convenience centers. Sites can be accessed here: <http://www.wakegov.com/recycling/division/facilities/Pages/cc.aspx>
14. Will the Yard Waste Center be open for me to take yard waste materials there?

- Yes. The Yard Waste Center will resume normal operations on Monday, September 17<sup>th</sup>, and will be accepting commercial & residential yard waste debris.
- Tipping fees for City of Raleigh residential customers will be waived at the City Yard Waste Center until Monday, October 1<sup>st</sup>.
- Commercial yard waste will continue under the normal fee schedule.

15. What should I do with soaked carpet, drywall or other damaged material from my home?

Carpet, drywall and other damaged material from your home are considered construction or demolition debris and should be disposed of at the Wake County convenience centers. You can also contact a private contractor to assist with this service. Wake County convenience site information can be accessed here:

<http://www.wakegov.com/recycling/division/facilities/Pages/cc.aspx>